

TERMS AND CONDITIONS



OVERVIEW

These Terms and Conditions contain information which enables you to make a fully aware choice to use our RTO. They will be explained to you before your enrolment is confirmed and before training starts.

CODE OF PRACTICE

We believe in doing our best to encourage, assist and advise all the people in our lives. We genuinely want to help them be the best they can be within their chosen field. For our Students and Employers, we offer our life skills and perspective as Educators, Managers, Parents and Employers.

Gold Star Child Care Training (GSCCT) is more than a business, it is our chance to give something back while sharing our knowledge, skills, experiences and learning without judgment or bias.

ENROLMENT PROCESS

During our first visit, before your enrolment is confirmed, we will discuss important factors about your training of which you need to be aware. This ensures you fully understand your rights, our expectations and any government regulations associated with your training.

All students will be provided with information that will assist them in the successful completion of studies and achievement of competency. Units may be left with the student prior to the TRS registration date to enable them to sample the course. Should enrolment not proceed for any reason these can be returned at no cost. If the enrolment is under a traineeship, GSCCT will contact an AASN to complete your training contract. Training does not start until registration is complete which includes provision of a valid USI from the student and a current TRS from DTWD.

Monthly support visits will be provided to assist with the progress of training. Unit activity is also reported monthly to DTWD. Should a visit not be possible, for whatever reason, contact will still be made on this basis. Contact may be via phone or email. On completion of all units required for a qualification notification will be made to DTWD within 21 days and award documents provided to you within 30 days of final sign off.

COURSE CONTENT

GSCCT will provide training and assessment that leads to the achievement of competency in your enrolled qualification and will be delivered during your normal days of work. All course content is supplemented with learning materials and the support of a trainer and assessor. Each enrolment is completed on a competency basis, meaning once skills and knowledge can be demonstrated to the training, industry and employer agreed standards a student will be deemed competent in the unit and no further training or assessment will be conducted.

DELIVERY MODE

Training provided by GSCCT is delivered face to face in the workplace with the support of Qualified Educators from the centre.

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Trainers and assessors will schedule monthly visits to ensure progress through training. Trainers are available to you during working hours via phone, email or text message. Extra support is available 24 / 7 by phone or email via our management team. Extra support visits can be arranged where necessary. These can be conducted at the workplace or at the GSCCT head office.

EVIDENCE COLLECTION

There is a requirement during training for evidence to be gathered to support a competent assessment. All evidence required is listed against each unit and will be held in a Student Portfolio. Where evidence is unable to be removed from the workplace or copied please discuss with your trainer. Each unit of competency has a different requirement for assessment, which will be provided to you on commencement. All evidence gathered is handled using the GSCCT privacy policy and will therefore remain confidential.

SITE VISITS & CONTACT DETAILS

At a minimum all students will be visited on site (at their workplace) once a month. Extra visits can be scheduled with your trainer or management.

Please see below contact details and availability for all staff:

Available 7 Days		
Chris Croker	0424 342 118	chris@goldstarchildcaretraining.com
Trainers - Available Weekdays 8:30am – 4:30pm		
Nicole Clements	0499 007 852	nicole@goldstarchildcaretraining.com
Mandy Guy	0427 144 075	mandy@goldstarchildcaretraining.com
Nicky Tui	0439 493 703	nicky@goldstarchildcaretraining.com
Sian Hearse	0419 350 712	sian@goldstarchildcaretraining.com
Administration - Available Weds & Thurs 8:30am – 4:30pm		
Harmony Thuresson	0428 088 336	admin@goldstarchildcaretraining.com

TRAINEESHIP FUNDING REQUIREMENTS

You must be Australian Citizen and or Permanent Resident who is employed Permanent Part Time or Full Time.

- If Working Permanent Full Time (More than 37.5 Hours/Week) and employed less than 3 months if studying Cert III.
- If Working Permanent Part Time (More than 15 but less than 37.5 hours/week) and employed less than 12 months if studying Cert III
- Satisfy the applicable VET Fees and Charges Policy

Unless otherwise specified, the following enrolment categories will not be funded:

- Persons whose primary place of residence is not in Western Australia; with the exception of Apprentices who have:
 - o a training contract registered in Western Australia; and

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- a Western Australian workplace address; and
 - the training is undertaken in Western Australia, if available.;
- Residents of Christmas Island or Cocos Island;
- Persons who are neither Australian citizens nor permanent residents of Australia unless they are holders of appropriate temporary visas subclasses (309, 820 or 826), or spouses or dependents that accompany the 457 visa holders;
- Prisoners;
- Secondary school Students;
- Persons under 15 years of age;
- Persons under 18 years of age in the year of enrolment unless under a DoE Notice of Arrangement (NoA) (Full Time) or exempted from the School Education Act 1999. This does not include Students undertaking a school-based program such as an Apprenticeship, Traineeship, Pre-apprenticeship or Aboriginal School Based Training (ASBT) Students.
- Enrolments in training programs that are not accredited, or which fall outside of the Service Provider's scope for registration;
- Enrolments in units of competence (UoCs) for which the payment for the reported outcome is shown in Table 1, Service Payment as 0%.
- Students who do not meet the eligibility criteria for the target groups(s) specified in these Business Rules.
- Students who do not have a valid USI.
- Students who do commence Training within the Student commencing start and end dates as defined in the CPS.

WORKPLACE REQUIREMENTS

These qualifications contain the requirement to be assessed in the workplace. They also have a requirement for a pre-determined number of hours to be completed in a registered child care service (120 Cert & 240 Diploma) These requirements have been set by the industry when developing the training package.

In the first instance it is your requirement, when enrolling into a course that you have secured either employment, student placement or a volunteer position in a registered child care centre to complete your course. Should you not be able to secure a position in a child care service your Trainer will assist you in locating one, however it remains the ultimate responsibility of the student to secure and attend placements.

Your enrolment may be jeopardised if you do not attend an arranged work placement.

FEES AND CHARGES

Apprentices and trainees will be treated the same as other students and are legally liable to pay fees. Enrolment is not complete until statutory and RTO based fees and charges are paid, deferred payment arrangements have been made or fees and charges have been waived. Fees are due and must be paid each semester as per the VET Fees and Charges Policy.

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When a student requires fee waiver due to severe financial hardship an application using the Fee Waiver Application Form must be made and approved by management.

FEE RATES

Fees are based on the current applicable DTWD Fees and Charges Policy.

The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees.

Students are required to pay any advised workbook fees prior to commencement of studies.

HOURLY RATES

Hourly rates are

- \$3.25 per nominal hour for Certificate III and Certificate IV
- \$5.79 per nominal hour for Diploma and existing worker Trainees

Concession rates are available as below

- \$0.97 for both Certificate III and Certificate IV
- \$1.74 per nominal hour for CHC50113 Diploma of Early Childhood Education and Care
- No concession rate applies for CHC50213 Diploma of School Age Education and Care

COURSE RATES

Qualification	Traineeship Only		Fee For Service	RPL	Available	
	Non – Concession	Concession (CONDITIONS BELOW)			Instalment Plan	Fee Waiver
CHC30113 Certificate III in Early Childhood Education and Care	\$2,518.75	\$751.75	\$250 per unit	\$50 / \$100 per unit	Yes	Yes
CHC40113 Certificate IV in School Age Education and Care	\$2,567.50	\$766.30	\$250 per unit	\$50 / \$100 per unit	Yes	Yes
CHC50113 Diploma of Early Childhood Education and Care	\$9,611.40	\$2,888.40	\$250 per unit	\$50 / \$100 per unit	Yes	No
CHC50213 Diploma of School Age Education and Care	\$8,771.85	NA	\$250 per unit	\$50 / \$100 per unit	Yes	No

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Existing worker Trainees will be charged at Diploma rates. Fee outlines will be provided at the time of enrolment.

FEE CAPS AND MAXIMUMS

For Diploma qualifications, the maximum course fee chargeable in 2019 is \$7,860. This maximum applies per course in 2019.

For secondary school aged persons (in 2019, students born on or after 1 July 2001 and must be at least 15 years old), the maximum course fee chargeable in 2019 is \$420.

For these students, course fees for course below Diploma level or concession eligible are calculate at the concessional rate until the student reaches the fee cap. The Diploma course fee maximum does not apply to these students.

Specific information regarding course fees for individual enrolments are included in the Training Plan Outline.

RPL & CREDIT TRANSFER FEES

Please see the relevant sections of these Terms and Conditions for information on fees for these services.

FEES IN ADVANCE

Course fees will not be charged in advance with each student being invoiced for units as they are enrolled (opened). Advance payments of no more than \$1000 will be required.

CONCESSION AVAILABILITY

The following are instances where the concession rate can apply:

1. Persons and dependants of persons holding:
 - a. A Pensioner Concession Card.
 - b. A Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.
 - c. A Health Care Card.
2. Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
3. Persons and dependants of persons in receipt of the Youth Allowance.
4. Persons and dependants of persons who are inmates of a custodial institution.
5. Secondary school-aged persons, not enrolled at school.
 - a. In 2019, these students will be born on or after 1 July 2001 and must be at least 15 years' old
 - b. the maximum course fee chargeable in 2019 is \$420
 - c. This maximum applies to the total course fees for one or more courses for both concessional and non-concessional students.
 - d. Students must also have a NOA (Notice of Arrangement) from the Education Department.

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If the concession is valid for the full enrolment period, then all eligible units commenced within that period attract the concession rate. If the concession is valid for part of the enrolment period, then only eligible units commenced on or after the start date and prior to the expiry of the concession attract the concession rate.

PAYMENT OPTIONS

On enrolment, students will take up one of the following payment options:

- pay the full amount of fees and charges;
- present a signed authority from an employer to invoice that employer for the student's fees and charges;
- pay fee by instalment;
- declare their intent to defer payment under the Commonwealth Government's VET FEE-HELP or VET Student Loans programs, subject to eligibility and acceptance by the provider;
- pay part of the full amount of fees and charges and defer payment of the other part under the Commonwealth Government's VET FEE-HELP or VET Student Loans programs; or
- make application on the grounds of severe financial hardship for fees and charges to be waived for courses below diploma level or concession-eligible Diploma and Advanced Diploma courses (excluding the Diploma of Early Childhood Education and Care)

Students who fail to take up one of the above options must not be enrolled

MAKING A PAYMENT

1. By bank transfer to
 - Account Name** - Gold Star Student Payments
 - BSB** - 036-087
 - Account** - 693827

Please ensure your full name or invoice number is listed with the payment

2. Via Direct Debit (for students paying by instalment)

Students paying via instalment plans agree to pay the identified amount on their application form through the Ezidebit system. Should the payment default fees may be charged direct to the student by EziDebit. All other fees associated with the direct debit process have been absorbed by Gold Star CCC. Students approved for Fee Instalments will be given a minimum of eight weeks from the commencement of the unit to finalise payment.

A monthly account which shows amount accrued, amounts paid, and balance owing is provided after each monthly payment.

FEE WAIVER

Accountable officers may waive all fees and charges for students that they assess as being in "Severe Financial Hardship". Whether a student is in severe financial hardship is to be determined on a case by case basis by the RTO. This will include an evidenced-based assessment of the client's capacity to

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pay the fees for the enrolment period and is generally based on the individual's financial incomings and outgoings.

RTOs are required to have in place formal processes for the waiving of fees and charges. Details of a student's enrolment, records where a fee waiver has been granted and documented reasons for the decision must be retained for audit purposes.

The student must provide relevant supporting documentation to evidence their claim, including detailed evidence as to their financial circumstances. The nature of the evidence provided will depend on the individual circumstances of the student.

Example evidence for assessing income includes pay slips and bank statements.

Example evidence for assessing outgoings includes tenancy agreements and utility bills.

Subject to the exceptional circumstances, a fee waiver cannot be given unless **ALL** the following criteria are met.

1 - The student's income must not exceed the Department of Human Services income thresholds for the low income health care card, as outlined below.

Status	Weekly Income	Total income in the 8 week period prior to applying
Single, No children	\$556.00	\$4,448.00
Couple combined, no children	\$960.00	\$7,680.00
Single, one dependent child	\$960.00	\$7,680.00
For each additional child, add	\$34.00	\$272.00

2 - The student does not have the disposable income to pay the fees via instalments without compromising their ability to meet their basic living needs or those of their dependents.

3 - There is no basis for concluding that the student's financial circumstances are likely to change within a reasonable period (e.g. 12 months).

Application for Fee Waiver can only be accepted for Certificate III & IV enrolments.

CANCELATIONS AND REFUNDS

RTOs are required to make all policy relating to refunds publicly available and inform students of the policy prior to enrolling. Requests for refunds (and cancellations) should be requested in writing.

FULL REFUNDS

Students who withdraw are entitled to a full refund of the applicable course fee, resource fee and other fees where:

- a unit is cancelled or re-scheduled to a time unsuitable to the student; or
- a student is not given a place due to maximum number of places being reached.

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Accountable officers can approve a full refund of fees at any time during delivery if a class is cancelled because of declining student numbers, no available lecturer, or due to other circumstances caused by the RTO (such as early termination or failure to provide the agreed services).

PART REFUNDS

RTOs must set a census/withdrawal date for each unit at no less than 20% of the way through the period during which that unit is undertaken.

Students who withdraw for reasons other than those outlined above and who lodge a withdrawal form before the census/withdrawal date for a unit will be eligible for a full refund of the course fee for the unit; and

- a full refund of the resource fee if the course is a Diploma or Advanced Diploma course; or
- 50% of the resource fee if the course is below Diploma level.

PRO-RATA REFUNDS

Accountable officers can approve a pro rata refund of fees and charges at any time during the course of delivery if students withdraw for reasons of personal circumstances beyond their control.

PROCESS

For students enrolled in a fee for service program, should GSCCT receive no returned communication each month for three months, the process to withdraw from the enrolment will commence. All effort will be made by the allocated trainer and other GSCCT staff to contact the student direct using one or more of the following; phone call, text message, email, in person or letter. Where possible, requests for withdrawal will be confirmed in writing by the student. Should this not be possible evidence of attempted communication will be kept.

For Traineeship students enrolment cancellations must come with a written notification from both parties and/or confirmation of cancelled contract from Apprenticentre.

DEBT RECOVERY

Where a student falls behind in the payment of their fees, (i.e. behind in their originally agreed method - invoice or instalment), the Debt Recovery Process will be implemented. Students will be advised of their outstanding balance and requested to make a suitable arrangement for payment to ensure that training can commence. Where no suitable arrangement is agreed or adhered to, GSCCT reserves the right to suspend training activities until an agreement is made or kept.

USI (UNIQUE STUDENT IDENTIFIER)

No training can commence unless a valid, verifiable USI is supplied. With approval and where necessary GSCCT can request, access and use a supplied USI in order to continue training. GSCCT will also, pending the signed declaration below, used the Find function on the USI registry to locate a USI for a student should they lose it, be unable to remember it, supply an incorrect USI or for any other viable reason.

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DEFERRING A COURSE

We request you notify us in writing should you need to defer your course. This can be done using the appropriate form which can be supplied by your trainer. It may be possible to defer a course or unit for up to 12 months.

CHANGING DETAILS

To maintain quality and efficiency of service please notify us, in writing, as soon as possible should any details on your enrolment change. For example, your employer, address or phone number.

A form for advising of changed details is also available on our website.

QUALIFICATION ISSUANCE

GSCCT will issue qualifications as per the AQF guidelines. Qualification documents will be issued no later than 30 days after training completion is confirmed and all course fees have been paid or on an approved payment plan. All issued qualifications will be reported to TAC as per regulations. In the event a replacement qualification testamur is required an application form is available from our admin team. A nominal fee of \$20 may be charged with the replacement being issued as soon as is practically possible.

ACCESS AND EQUITY

GSCCT Management and staff help all clients to identify and achieve their desired outcomes. GSCCT is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy and upholds the principles of equal opportunity

LANGUAGE, LITERACY AND NUMERACY (LLN)

All students enrolling into a training program with Gold Star will be required to undertake a LLN online test. A link to this will be sent to the nominated email address. Should there be any issues with the link or the testing system you are required to inform Gold Star. On completion of this test a plan for any required support is completed by your Trainer, they will discuss this with you and note the requirements in your enrolment documentation.

Students who advise GSCCT staff of any special learning needs will be provided with the appropriate support and guidance with the aim of assisting them to obtain competency in the course undertaken. This assistance provided by GSCCT staff will be within the principles of fairness and flexibility of workplace assessment and will be offered in a discrete manner.

ASSESSMENT PROCESSES

You will be advised of assessment requirements when a unit is opened for training or during the training process, with clear time available for preparation. Assessment process are carried out a few different ways including practical demonstrations, knowledge questions (written and oral) and document gathering. Some units may require a third-party checklist.

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All units require the confirmation of an employer to deem competency to industry and centre expectations.

A decision of Competent or Not Yet Competent is confirmed after all assessment tasks have been completed. Trainers will work with students to be as flexible as the training package allows to assist them with completing assessment tasks.

STUDENT EXPECTATIONS

Students are expected to work diligently and honestly towards their competency outcomes. Students must only submit their own work. Students are to treat all RTO staff with respect allowing them time to conduct training and assessment visits. All students are encouraged to utilise learning materials to enhance and increase their knowledge of the child services industry and where necessary conduct their own research to assist with such development.

RTO OBLIGATIONS

GSCCT as the nominated RTO will provide learning and assessment materials, access to trainers, and a fair and equitable process to support all students on their path to competency.

GSCCT will always treat employers and students with respect, ensuring privacy for all is maintained. GSCCT will not work outside its scope of expertise or registration. All reporting and legislative requirements will be fulfilled with any party affected being notified of changes or differences for their circumstance. Should any changes to the RTO occur (ownership, scope or funding availability) all students will be notified in a timely manner.

Training and assessment practices will be developed under continuous improvement with all feedback from students, employers, industry stakeholders and staff taken into consideration.

EMPLOYER EXPECTATIONS

Employers are expected to support students at all times. Allowing them time, space, and access to resources to conduct both learning and assessment activities. Employers are encouraged to mentor and support all learners to ensure that they can meet industry and centre requirements prior to assessment taking place.

INDUSTRY REQUIREMENTS

The child care industry is regularly consulted by GSCCT to ensure that all training and assessment practices and expectations match with current standards. This consultation provides insight into trends and changes which need to be accommodated during the continuous improvement process.

All students undertaking a Certificate III or Certificate IV qualification must complete 120 hours of work placement prior to completing training.

All students undertaking a Diploma qualification must complete 240 hours of work placement prior to completing training.

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FEEDBACK

Suggestions or feedback regarding any aspect of GSCCT can be provided in writing to the CEO (chris@goldstarchildcaretraining.com). Further opportunities are provided at each monthly visit and at the end of training. Alternately please feel free to discuss with your trainer or our admin team or visit our website.

COMPLAINTS AND APPEALS

The complaints and appeals policy of GSCCT provide an avenue for students to address their complaints and appeals (regarding any member of the Gold Star Team, any third party to Gold Star and any other students currently enrolled) to GSCCT Management and have them dealt with in a constructive and timely manner.

All complaints or appeals need to be submitted in writing to GSCCT Management - chris@goldstarchildcaretraining.com

Further information can be found in the [Feedback section](#) of our website.

All complaints and appeals shall be addressed and responded to, in writing, within 30 days. All items will be raised at the monthly staff meeting along with client feedback received, action items will be outlined and documented in the meeting minutes. Should the outcome not be satisfactory further action can be requested via mediation.

INFORMATION SHARING

It is an obligation for information collected about you and your enrolment with GSCCT to be submitted to the Australian Government to inform it and its agencies about participation in the Vocational Educational and Training Sector. Information is collected in accordance with the provisions of the Privacy Act 1988. Information collected will be maintained accurately and securely. Information will not be passed onto a third party unless a written authorisation is received from you. You may access your information freely on request. Further information regarding this is located on the Privacy Declaration.

RPL (RECOGNITION OF PRIOR LEARNING)

GSCCT has a commitment to recognising student's prior learning and provides advanced standing in courses for competencies already held. All applications for RPL can be made at enrolment.

Applicants are provided self-assessment opportunities including information on assessment strategies for each RPL unit within the application. Students are also provided access to staff support to complete their application.

Applicants who provide satisfactory evidence, found to be current, authentic, valid, sufficient, and reliable while confirming the student's skills and knowledge in all aspects of unit requirements each unit within the application to the industry standard will be granted the RPL outcome. Interviews or assessment tasks may be required to cover gaps or round out the evidence supplied.

RPL enrolments are to be completed within **6 months**. A fee of \$50 per unit (students receiving DTWD funding) or \$100 per unit (Fee For Service students) applies on enrolment for all successful

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applications. Applications are approved on a unit by unit basis. **Extensions** to the enrolment period can be requested and may be charged at a fee of **\$100 per month. No RPL enrolment can be extended past 12 months.**

Final decisions for RPL outcomes and fees (including fees for extensions) are made by the CEO or his nominated representative.

CREDIT TRANSFER

GSCCT recognises all current competencies held by students regardless of how, where or when these competencies were achieved. Credit transfer applications must be accompanied with the approved application form, copy of the record (Certificate, Record of Result, or Statement of Attainment) and will undergo a verification process with the issuing RTO. Where there is deemed to be gap training or assessment required the student will be informed.

Successful credit transfer will be provided at no cost for any student.

FIRST AID TRAINING

First Aid training is provided by professionals and will be credit transferred into your course at no cost once completed. Please discuss with your trainer if you are looking for options of providers.

Please ensure your First Aid provider is advised you are currently studying with Gold Star Child Care Training.

Cost for First Aid training will depend on your elected provider and is not included in the fees invoiced by Gold Star. Completion of this unit is the responsibility of the student, to book, complete and provide evidence for credit transfer.

STUDENT RECORDS ACCESS

Students may at any time contact GSCCT management for information and access to their current assessment records or competency completions. This information will be provided at our earliest convenience.

GSCCT will not return any of your completed work to reduce the risk of plagiarism. We recommend saving a copy of your work for personal use

PACKAGE TRANSITIONS

If a Training Package in which a student is currently enrolled is updated and becomes superseded Gold Star will advise all students in a timely manner. Students will receive and be able to negotiate a personalised plan which will include support from their Trainer.

LEGISLATIVE COMPLIANCE AND RELEVANT LEGISLATIONS

GSCCT conduct periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTOs including but not limited to OH&S, Harassment, Discrimination, Equal Opportunity and Vocational Education and Training legislation. It may be relevant to download the updated Commonwealth and State legislations as part of your employment and study requirements.

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No student shall be enrolled into training with Gold Star CCT if they are an International Student on a Student Visa or otherwise not legally able to undertake training in Western Australia.

PHOTOS

The student/Employer agrees that photos taken of themselves may be displayed or used for promotional purposes by Gold Star Child Care Training. Where photos are to be used on Social Media additional agreement will be sought.

WELFARE AND GUIDANCE

All students experiencing any difficulty or concerns about their training experience should contact the lecturer or GSCCT Management where a range of solutions may be discussed and provided.

DISCIPLINARY PROCEDURES

Students who are unruly, offensive or conduct themselves in a disrespectful manner toward GSCCT staff or fellow students will be offered one warning to desist their behaviour after which continued behaviour will result in their enrolment being cancelled.

GUARANTEE OF TRAINING

GSCCT will wherever possible continue training with the student if able while still meeting all legal guidelines and traineeship conditions and is within our serviced area. This may be possible by applying for a change of employer to continue a traineeship. In the event a traineeship is unable to continue GSCCT may offer to complete the training under a Full Fee for Service Arrangement.

Should Gold Star Child Care Training (or any third party) cease operations, terminates an arrangement early or is unable to provide the agreed services students will be informed in writing as soon as practicable. Students have a right to a full refund on fees paid for any units not achieved and therefore unable to be listed on a Statement of Attainment. Where necessary and taking into consideration intellectual property rights and useability of data, all relevant documents pertaining to the student will be provided to TAC, DTWD, another RTO or the student directly to ensure continuation of training.

ACCREDITATION AND REGISTRATION

GSCCT is a Registered Training Organisation (RTO) and therefore adheres to the Standards for RTOs 2015 under TAC regulation, which includes undergoing regular audits and adhering to reporting requirements. The qualifications offered are training packages approved and recognised within the child care industry. Should GSCCT no longer be able to complete your training all details will be provided to TAC, DTWD and any other regulator to ensure you are provided the best opportunity to continue, move or be recognised for your studies.